

## *IManyuwali yeYunivesithi yaseStelle noMthetho wokuPhakanyiswa koFikelelo kwiNgcaciso wango-2000 (“PAIA”)nbosch ngokuhambelana*

### 1. Isakheko Sethu

IYunivesithi yaseStellenbosch (“le Yunivesithi”) yiyunivesithi yoluntu nalapho eyona khampasi yayo inkulu ifumaneka eStellenbosch, eNtshona Koloni, eMzantsi Afrika, isebenza ngokuhambelana noMthetho wezeMfundo ePhakamileyo 101 wango-1997 noMmiselo weZiko wale Yunivesithi ofumanekayo kule webhusayithi [www.sun.ac.za/english/management/statute](http://www.sun.ac.za/english/management/statute).

Ukwahlula-hlulwa okuvakalayo kwesakheko seli ziko, iziqinisekiso zezifundo ezahluka-hlukeneyo, iinkqubo, iinkalo zolwazi, uphando nezinye iinkonzo enikezela ngazo le Yunivesithi kuyafumaneka kwiwebhusayithi yale Yunivesithi neefakhalithi zayo ezahluka-hlukeneyo, nefumaneka apha [www.sun.ac.za](http://www.sun.ac.za).

### 2. IGosa leNgcaciso no(noo)Sekela Gosa leNgcaciso

#### 2.1. IGosa leNgcaciso

UMphathi nokwanguSekela-Tshansela wethu nguye iGosa lethu leNgcaciso. UMphathi nokwanguSekela-Tshansela kungaqhagamshelwana naye ngolu hlobo:

<b>IGama neFani</b>	Njing WJS (Wim) de Villiers
<b>IDilesi yePosi</b>	Private Bag XI, Matieland, 7602, South Africa
<b>IDilesi yeNdawo:</b>	Administration B Building, Victoria Street, Stellenbosch, 7600
<b>Umnxeba</b>	+27 21 808 4490
<b>I-imeyili</b>	<a href="mailto:paia@sun.ac.za">paia@sun.ac.za</a>

#### 2.2.U(oo)Sekela Gosa leNgcaciso

UMphathi wethu nokwanguSekela-Tshansela utyumbe aba sekela gosa lengcaciso balandelayo:

<b>IGama neFani</b>	Mnu Jerall Toi
<b>IDilesi yePosi</b>	Private Bag XI, Matieland, 7602, South Africa
<b>IDilesi yeNdawo:</b>	12 Murray Street, Stellenbosch 7600Stellenbosch, 7600
<b>Umnxeba</b>	+27 21 808 4139
<b>I-imeyili</b>	<a href="mailto:paia@sun.ac.za">paia@sun.ac.za</a>

<b>IGama neFani</b>	Nkszn Jerusha Naidoo
<b>IDilesi yePosi</b>	Private Bag XI, Matieland, 7602, South Africa
<b>IDilesi yeNdawo:</b>	12 Murray Street, Stellenbosch 7600Stellenbosch, 7600
<b>Umnxeba</b>	+27 21 808 4163
<b>I-imeyili</b>	<a href="mailto:paia@sun.ac.za">paia@sun.ac.za</a>

### 3. Isikhokelo sokusebenzisa le manyuwali

UMlawuli weNgcaciso uye wapapasha isikhokelo ngokuhambelana necandelo 10 le-PAIA, nesichaza indlela onokuyisebenzisa ngayo le manyuwali. Esi sikhokelo siyafumaneka ngolwimi ngalunye kwiilwimi ezisemthethweni zoMzantsi Afrika kwaye injongo yayo kukukuncedisa ekubeni usebenzise amalungelo akho okufikelela kwingcaciso. Esi sikhokelo singafumaneka kwi-ofisi eyintloko yoMlawuli weNgcaciso kule dilesi:

**JD House  
27 Stiemens Street  
Braamfontein  
Johannesburg**

Kungenjalo, ungasifumana esi sikhokelo kule webhusayithi yoMlawuli weNgcaciso <https://www.justice.gov.za/inforeg>.

### 4. Ukufumaneka kwale manyuwali

Le manyuwali iyafumaneka [kwiwebhusayithi yethu](#) nakwii-ofisi zethu ngelixa leeyure zomsebenzi eziqhelekileyo.

Siza kukubonelela ngekopi yale manyuwali xa uthe wahlawula intlawulo yayo emiselweyo. Le manyuwali ibonelela nabani na ofuna ukufikelela kwingcaciso ngokuhambelana ne-PAIA ngeenkukacha zoqhagamshelwano ezifanelekileyo neenkqubo zokucela loo ngcaciso kule Yunivesithi. Ibonelela ngesishwankathelo esicacileyo sesakheko, imisebenzi, iinkonzo, noluhlu lwengcaciso lwale Yunivesithi ukunceda ekuchongeni indawo leyo inokuba kuyo kule manyuwali ingcaciso leyo ifunekayo. Ikwabonelela kananjalo ngeefomu neentlawulo ezimiselweyo esizifunayo ukuze sikuncedise.

### 5. Ukwakhiwa kwemigaqo-nkqubo nokwenziwa kwezigqibo

Abafundi nabasebenzi bangathatha inxaxheba ekwakhiweni kwemigaqo-nkqubo nasekwenziweni kwezigqibo kule Yunivesithi nanjengoko kumiselwe nguMthetho wezeMfundo ePhakamileyo nonguMthetho 101 wango-1997, njengoko ulungisiwe, neenkqubo zangaphakathi ekuvunyelwana ngazo ngaloo maxesha nalo maxesha kunye namaqumrhu abameli afanelekileyo ale Yunivesithi.

Abanye abantu abanomdla bangangenisa izimvo zeengcebiso ezibhalwe phantsi ngelixa lamathuba othetha-thethwano noluntu ukuze baveze izimvo zabo ngokujoliswe kumaxwebhu emigaqo-nkqubo esayilwayo.

## 6. Ingcaciso neekhathegori zeerekhodi esizigcinayo

Nalu uluhlu olungaqulathanga onke amabakala nenkcazelo yeminye imixholo esinengcaciso malunga nayo, neekhathegori zeerekhodi esizigcinayo ngomxholo ngamnye:

### 6.1 Iirekhodi ezifumaneka ngokunokwazo okanye ezivezwa ngokuzithandela:

Yonke ingcaciso okanye iirekhodi ezipapashwayo kule webhusayithi [www.sun.ac.za](http://www.sun.ac.za) zifumaneka ngokunokwazo ngokuzithandela, ngaphandle kokuba kude kufuneke ukuba ungenise izicelo ze-PAIA. Ezi ziquka, phakathi kwezinye:

- Iingxelo eziquka iingxelo zarhoqo ngonyaka neengxelo zezezimali zarhoqo ngonyaka;
- Imigaqo-nkqubo nemimiselo yeziko;
- Iincwadana zabafundi, imigaqo, nengcaciso engesilabhasi; kunye
- Neeleta zeendaba neengxelo ezilungiselelwe abeendaba.

### 6.2. Iikhathegori zeerekhodi ezigcinwe yile Yunivesithi ezinokucelwa ngokuhambelana ne-PAIA kodwa ezinokuthi zoxhomekeke kwizithintelo ezithile:

- Iirekhodi zamaqumrhu olawulo angaphakathi (iBhunga, iQumrhu loLawulo eliPhezulu, iibhodi zeeFakhalthi, iForam yeZiko, iBhunga laBameli baBafundi) neekomiti zeYunivesithi;
- Iirekhodi zabafundi ngamnye ngamnye (namphi na umfundi wangoku okanye wexesha eladlulayo angayifumana ingcaciso yakhe yobufundi xa eyicelile ngaphandle kokude kufuneke ukuba enze isicelo ngokuhambelana ne-PAIA; xa kucelwa ukukhutshwa ngokutsha kweempepha kuya kufunwa intlawulo);
- Iirekhodi zabasebenzi ngamnye ngamnye (namphi na umsebenzi wangoku okanye wexesha eladlulayo angayifumana ingcaciso engengqesho yakhe ngaphandle kokude kufuneke ukuba enze isicelo ngokuhambelana ne-PAIA);
- Uphando, iirekhodi zenzululwazi nezobugcisa; kunye
- Neerekhodi zezezimali, iingxelo, iikhontrakthi, neerejista zeempahla.

### 6.3 Iikhathegori zeerekhodi ezifumanekayo ngaphandle kokuba kude kufuneke ukuba umntu acele ufikelelo kuzo (icandelo 15):

Akukho saziro sele sipapashiwe ukuza kuthi ga ngoku.

## 7. Ukhuselelo lwengcaciso yomntu buqu

Ingcaciso yomntu buqu yiyo nayiphi na ingcaciso ephathelene nomntu ophilayo okanye iqumrhu elikhoyo nelinokuchongeka. Siqokelela size sisebenzise ingcaciso engomntu buqu ukuze sibonelele ngeemveliso zethu neenkonzo zethu, nokuze silawule iziko lethu. Ungafumana ingcaciso ethe vetshe malunga nendlela esisebenzisa ngayo ingcaciso engomntu buqu kwizazi zethu ezingobungasese ezifumaneka kule webhusayithi [www.sun.ac.za/privacy](http://www.sun.ac.za/privacy).

## 8. Indlela yokucela ufikelelo kwirekhodi

Ungacela ukufikelela kwiirekhodi ngokuthi ugcwalise iFomu 2. Ukuba awukwazi ukufunda okanye ukubhala, okanye kungenjalo awukwazi ukuyigcwalisa le fomu, kwaye ucela irekhodi kuthi ngomlomo, siza kukugcwalisela ngokwethu iFomu 2 size sikunike ikopi yayo.

Kufuneka ugcwalise iFomu 2 uze uyingenise kusekela gosa lengcaciso (jonga kumhlathi 2.2 ongentla), kunye nayo nayiphi na ingcaciso eyenye esiyithatha njengokuba iyimfuneko ukuze sithathele isicelo sakho ingqalelo. Nasiphi na isicelo esingayithobeliyo imimiselo ekule manyuwali siza kubuyiselwa kuwe kunye neengcebiso ezimalunga namanyathelo ekufuneka ukuba uwalandele ukuze ube uyayithobela le mimiselo.

Ukuba wenzela omnye umntu isicelo, kufuneka ungenise ubungqina obuvakalayo bokunikwa kwakho igunya.

Kufuneka usibonelele ngobungqina obuchaza ubuwena ngaphambi kokuba sibe sinako ukusebenza ngaso nasiphi na isicelo.

## 9. Isiphumo sesicelo sakho neentlawulo ezihlawulwayo

Siza kuthatha isigqibo sokuba sisiphumeze okanye singasiphumezi isicelo sakho zingaphelanga iintsuku ezingama-30 sisifumene isicelo sakho.

Siza kukwazisa ngesigqibo sethu size sibonelele ngezizathu zokuba sisamkele okanye sisikhabe isicelo sakho. Siza kukwazisa kananjalo nangeentlawulo ekufuneka uzihlawule, nanjengoko zimiselwa ngaloo maxesha naloo maxesha. Singafuna ukuba uhlawule idiphozithi ngaphambi kokuba sisebenze ngesicelo sakho. Ukuba ufuna imithamo emikhulu yengcaciso okanye ukuba asinako ukuyifumana loo ngcaciso uyicelayo singaphelanga isithuba seentsuku ezingama-30 ezingummiselo, kungafuneka ukuba sisandise esi sithuba sexesha, ukuya kufikelela kwezinye iintsuku ezingama-30. Siza kukwazisa ngokuthi sikubhalele ukuba sifuna ukusongeza esi sithuba sexesha.

Ukuba asikunikanga sigqibo malunga nesicelo sofikelelo kwiirekhodi phakathi kwesi sithuba simiselweyo apha ngentla, oko kuthetha ukuba sisikhabile isicelo sakho ngokuhambelana necandelo 27 le-PAIA, ngaphandle kokuba siye sakwazisa ngenye indlela ngokungqalileyo.

## 10. Izizathu ezinokubangela ukuba sisikhabe isicelo sakho

Ukuba loo rekhodi ayikho, siza kukwazisa.

Ukuba kukho iirekhodi esingenako ukuzifumana nangona sizikhangele ngokuvisayo nangokwaneleyo, siza kukwazisa nge-afidavithi okanye isiqinisekiso esicacisa amanyathelo esiwathathileyo ukuzama ukufumana loo rekhodi.

Ukuze ufumane ezinye izizathu zokukhatywa kwezicelo zofikelelo kwiirekhodi nceda ujonge kwiSahluko 4 seNxalenye 2 ye-PAIA.

## **II. Oko unokuthi ukwenze ukuba awanelisekanga sisigqibo esithile**

- II.1.** Ungafaka isibheni okanye isikhalazo malunga nayo nayiphi na kwezi zinto zilandelayo:
- ukwala kwethu ukukunika ufikelelo kwirekhodi;
  - intlawulo yofikelelo esiyihlawulisayo
  - isigqibo sethu sokwandisa isithuba seentsuku ezingama-30 zokuphendula isicelo sakho; kunye/okanye
  - Indlela ekunikezelwa ngayo ngofikelelo.
- II.2.** Ungafaka isibheni sangaphakathi okanye isikhalazo sangaphakathi ngokuchasene nesigqibo ngale ndlela ilandelayo:
- Ilungu loluntu (kuquka kodwa kungaphelelanga apho owayesaya kuba ngumfundi okanye umboneleli ngeenkono) angafaka isikhalazo ngokubhaliweyo kusekela gosa lengcaciso wale Yunivesithi; okanye
  - Inkqubo yezikhalazo yangaphakathi yale Yunivesithi ingasetyenziswa ngabafundi bale Yunivesithi ababhalisiweyo nabasebenzi bale Yunivesithi.
  - Ukuba isikhalazo eso sesokuba sahlulekile kukubonelela ngofikelelo njengoko kufunwa luwiso-mthetho lwe-PAIA (okuthetha ukwahluleka ukwenza ngokuhambelana noMthetho wokuPhakanyiswa koFikelelo kwiNgcaciso, onguMthetho 2 wango-2000) kwaye siyahluleka ukukusombulula oku ngenye yezi ndlela zingentla zilungiselelwe izikhalazo, ungathatha la manyathelo kubonelelwe ngawo kumacandelo 74 ukuya ku-82 oMthetho we-PAIA. Oku kukubonelela ngokuba:
    - khalaza ngesigqibo sethu kuMlawuli weNgcaciso; uze
    - ufake isicelo enkundleni emva kokulandela inkqubi yesibheni.
- II.3.** Ungafaka isibheni sangaphakathi okanye isikhalazo ngokuchasene nesigqibo ngale ndlela ilandelayo:
- kufuneka usifake eso sibheni sangaphakathi ngokuthi ugcwalise iFomu 4
  - kufuneka uyihambise okanye uyithumele iFomu 4 leyo kwidilesi okanye idilesi ye-imeyili kasekela gosa lengcaciso (jonga kumhlathi 2.2 ongentla);
  - kufuneka uchonge isihloko sesibheni eso uze uxele izizathu zokuzenza kwakho isibheni eso, kwaye ungaquka nayo nayiphi na ingcaciso eyenye efanelekileyo; kufuneka uhlawule intlawulo yesibheni emiselweyo (singafuna ukuba uhlawule idiphozithi ngaphambi kokuba sisebenze ngesicelo sakho); kwaye
  - kufuneka ucacise idilesi yeposi okanye idilesi ye-imeyili emakubuyiselwe kuyo impendulo ngesigqibo.

## 12. Khalaza kuMlawuli weNgcaciso

Xa sele uzisebenzisile ezi ndlela zifanelekileyo zikumhlathi 11 apha ngentla kwaye ukuba awukaneliseki, ungangenisa isikhalazo kuMlawuli weNgcaciso ngokuphathelene nesigqibo eso.

- sokukhaba isicelo sakho sofikelelo;
- intlawulo yofikelelo ebizwayo;
- sokwandisa isithuba seentsuku ezingama-30 sokuphendula isicelo sakho; okanye
- indlela ekunikezelwa ngayo ngofikelelo.

Kufuneka usifake isikhalazo sakho zingaphelanga iintsuku ezili-180 emva kwesigqibo sethu.

Kufuneka usebenzise iFomu 5 ukuze ungenise isikhalazo sakho kule dilesi [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za).

## 13. Ukufakwa kwezicelo enkundleni

Ungafaka isicelo senkululo efanelekileyo esuka enkundleni ukuba awaneliseki sesigqibo soMlawuli weNgcaciso okanye sisigqibo seGosa lethu leNgcaciso

- sokukhaba isicelo sakho sofikelelo;
- ngokuphathelene nentlawulo yofikelelo ebizwayo;
- sokwandisa isithuba seentsuku ezingama-30 sokuphendula isicelo sakho; okanye
- indlela ekunikezelwa ngayo ngofikelelo.

Ungafaka isicelo enkundleni emva kokuba uzisebenzisile iindlela zethu zangaphakathi ezidweliswe apha ngentla okanye emva kokuba uyisebenzisile indlela yezikhalazo eziya kuMlawuli weNgcaciso.

Kufuneka ufake isicelo enkundleni zingaphelanga iintsuku ezili-180.

## 14. Ingcaciso eyenye

Ukuze ufumane nayo nayiphi na ingcaciso eyenye engaqulathwanga kule manyuwali, nceda uqhagamshelane neGosa leeNgcaciso, okanye uSekela Gosa leeNgcaciso.

linkcukacha zakhe zoqhagamshelwano zinikeziwe kumhlathi 2.

Kungenjalo ngena kwiwebhusayithi yale Yunivesithi ethi [www.sun.ac.za](http://www.sun.ac.za).

Le manyuwali ikwafumaneka nangesi-Afrikansi nangesi English.

## 15. Ingcaciso yolawulo lwemanyuwali

<b>Inombolo yesalathiso yolu xwebhu</b>	MAN-001-2016
<b>uHlobo loxwebhu</b>	Imanyuwali engummiselo
<b>Ukufikeleleka</b>	Kuwonke-wonke
<b>Umhla wokumiselwa</b>	01 kweyeDwarha 2021
<b>Amaxesha ohlaziyo</b>	Rhoqo ngonyaka
<b>Uhlaziyo lwangaphambili</b>	2016, 2018, 2019, 2020
<b>Umnikazi wale manyuwali</b>	UMphathi nokwanguSekela-Tshansela (iGosa leeNgcaciso)
<b>Onoxanduva ngale manyuwali</b>	Usekela Gosa leeNgcaciso
<b>Umhla wokuphunyezwa</b>	07 kweyoMsintsi 2021
<b>Iphunyezwe</b>	yi-Ofisi yoMphathi